



ADMINISTRATIVE NOTES

Newsletter of the Federal Depository Library Program

Vol. 10, no. 21

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October 16, 1989

An Open Letter from the Superintendent of Documents

This "special issue" of *Administrative Notes* is intended to serve two purposes. First, Council meeting attendees can use it to follow the proceedings. Second, all depository librarians, whether or not they are attending the Council meeting, should be interested in the enclosed LPS program updates and news items. However you use the "special issue," we hope that you find it to be informative and helpful.

I know that many of you have a particular interest in the area of electronic information dissemination to depositories. Last May the GPO received Congressional authorization to proceed with implementation of electronic pilot projects. Soon after, at a pilot project kick-off meeting, JCP Staff Director John Chambers formalized the authorization and commended GPO for its commitment to the pilot project effort. Since that time, GPO and GAO staff have been working together assiduously to move the pilot projects forward. In addition to implementing the pilot projects, we are working separately toward identifying opportunities for electronic dissemination through non-government channels. A public meeting is set for November 9 at GPO to open dialogue with prospective providers of information products and services from outside the government.

Equally important with electronic dissemination and other such operational issues, in my judgement, is the Depository Library Council's current assessment of the findings from last year's depository library user study that was conducted by Professors Charles McClure and Peter Hernon. Traditionally, Council meetings have focused primarily on technical and operational matters in GPO, and past Council recommendations have generally reflected that focus. Perhaps Council's review of the McClure-Hernon report will serve as an impetus for shifting some attention to the actual use and effectiveness of depository collections and services in local communities.

Before closing, I want to congratulate the five new members of Council and wish them a productive and satisfying term of office. I hope they realize that they are joining a top team of incumbent Council members, who are already representing the depository library community with great credit. I encourage all depository librarians to communicate with the members of Council to keep them informed of your views on the many issues facing the Depository Library Program.

DONALD E. FOSSEDAL



Fall Meeting Agenda
Depository Library Council to the Public Printer
October 18-20, 1989

Rosslyn Westpark Hotel
1900 N. Fort Myer Drive
Arlington, VA 22209

Wednesday, October 18

A.M.

8:45 - 9:00	Welcome/Announcements	Ridley Kessler, Council Chair
9:00 - 9:15	Remarks	Public Printer or his delegate
9:15 - 9:30	Superintendent of Documents Update	Don Fossedal, GPO
9:30 - 10:00	Library Programs Service Update	Mark Scully, GPO
10:00 - 10:15	Break	
10:15 - 11:00	CASSIS Pilot Project Update & Review	William S. Lawson Patent & Trademark Office
11:00 - 11:20	GPO Marketing Update	Charles McKeown, GPO
11:20 - 11:45	Depository Inspection Team Update/ Biennial Survey	Joe McClane, GPO
11:45 - 1:00	Lunch	

P.M.

1:00 - 2:15	1990 Decennial Census Update	John Kavalinais Bureau of the Census
2:15 - 3:20	Maps Update	Charlie Bennett, USGS Eric Dohrman, DMA Carol Beaver, NOS
3:20 - 3:35	Break	
3:35 - 4:05	Joint Committee on Printing Update	Anthony Zagami, JCP Bernadine Hoduski, JCP

Thursday, October 19**A.M.**

8:45 - 9:00	Announcements	Ridley Kessler, Council Chair
9:00 - 9:30	GPO Documents Collection and Legislative Archives	Rodney A. Ross, National Archives & Records Admin.
9:30 - 10:30	LPS Information Technology Program Update	Jan Erickson, GPO, and others
10:30 - 10:45	Break	
10:45 - 11:00	Report from Meeting of Regional Librarians	Barbara Hulyk, Detroit Public Library
11:00 - 11:15	Regional Depository Discard Report & GODORT Cataloging Committee Update	Gary Cornwell, University of Florida
11:15 - 11:45	Cataloging Update	Gil Baldwin, GPO
11:45 - 1:00	Lunch	

P.M.

1:00 - 1:20	Circular A-130	Franklin Reeder, OMB
1:20 - 1:45	Update on Current Issues Affecting Documents	Susan Tulis, Chair, GODORT
1:45 - 4:00	Open Forum	David Cobb, Council Chair- Elect
4:00 -	Council Work Session	

Friday, October 20**A.M.**

8:45 - 9:00	Announcements	Ridley Kessler, Council Chair
9:00 - 10:00	Documents Use and Public School Libraries	Donna Seymour, University of North Carolina at Asheville
10:00 - 11:45	Council Recommendations	Ridley Kessler, Council Chair
11:45 - 12:00	Announcements/Conclusion	Ridley Kessler, Council Chair
12:00	Adjourn	



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Depository Library Council
To The Public Printer
As of September 1, 1989

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SIGN UP FOR YOUR FREE PRIORITY ANNOUNCEMENT SERVICE

to learn about new official information products on the environment, including—

The 1987 Toxic Release Inventory: Emergency Planning and Community Right-to-Know,

from the U.S. Environmental Protection Agency,
covering reported manufacturing industry estimates of
toxic chemical substances released into the environment.

You can find out about these and other official Government information products on the environment and environmental issues through a new Priority Announcement Service. This service lets you know about these new information products as soon as they are issued.

To get on this Priority Announcement mailing list, fill out the request form below and mail it today.

Priority Announcement Request Form



Yes,

please put me on your free Priority Announcement List (N-525) so I can find out about the **1987 Toxic Release Inventory** and other environmental information products issued by the U.S. Government and sold by the Superintendent of Documents.

PLEASE NOTE: If you have already asked to have your name placed on this list, **please do not complete this form.** You will receive announcements on new information products as soon as they are issued.

(Please type or print. Thank you.)

(Name)

(Address)

(City, State, ZIP Code)

**PRIORITY
ANNOUNCEMENT**

Mail this form to:
Superintendent of Documents
Mail List Branch
Mail Stop: SSOM
Washington, DC 20401-9374

Electronic Corner

In May, JCP gave GPO the go-ahead to proceed with two pilot projects to test the feasibility and cost-effectiveness of providing online services to depository libraries. Planning for implementation of the first online system, the Economic Bulletin Board (EBB) maintained by the Department of Commerce, is well underway. During the pilot project, 100 depository libraries will be provided unlimited online access to the EBB for a period of six months. At the end of that time, the project will be evaluated carefully to better understand the impact of electronic information delivery on GPO, as well as the depository library community. To this end, the General Accounting Office has agreed to play an active part in designing and evaluating the pilot projects. Online service to the EBB is expected to begin after the first of the year.

The Economic Bulletin Board provides timely access to statistics and other economic news published by the Commerce Department and several other sources, such as the International Trade Administration, Bureau of Economic Analysis, Bureau of Labor Statistics, Federal Reserve Board, and the Treasury Department. At any given time, the bulletin board contains over 400 files in text or Lotus 1-2-3 (or compatible) format. Widely-used statistics, such as the Consumer Price Index (CPI), are loaded onto the bulletin board at regular intervals, usually within 15 minutes of their official release. Selected information, such as Trade Opportunities, may be updated daily. The most common way that current subscribers use the EBB is by downloading data to a PC for later viewing or manipulation. Users equipped with dumb terminals can print the files out locally.

During the next several weeks, all depository libraries will receive an information packet about the Economic Bulletin Board, accompanied by a survey for indicating whether or not the library would like to participate in the pilot project. Responses from libraries indicating interest in becoming test sites will be analyzed by GAO to obtain an appropriate mix of depository libraries, based on their size, type, and geographic location. Libraries that wish to participate will be expected to assist in the evaluation by collecting information and providing feedback during the project. GPO will pay for access to the bulletin board itself; depository libraries must each provide equipment and pay their own telecommunications costs. If you would like to participate in the pilot project, please be sure to return the survey to GAO promptly!

Work on the other pilot projects is also progressing well. Testing has almost been completed for the *Toxic Release Inventory* CD-ROM; the disc is expected to be produced in October. GPO is preparing to release a special item survey (#89-300) for depository libraries to select the TRI in microfiche format, CD-ROM, or both. (See EPA article on page 12.) In addition to the TRI, the special survey will contain several items for CD-ROMs slated for production by the Census Bureau. The Joint Committee on Printing has formed a working group to study requirements for search and retrieval

software to accompany the *Congressional Record* CD-ROM that will be published by JCP and disseminated to depository libraries as one of the pilot projects. No date has been set yet for production of the CD-ROM. Corrections to the 1985 *Congressional Record* data base, which will be used for the test, are scheduled for completion in December 1989. The pilot project to provide online access to the *Energy Research Abstracts* data base is expected to take shape later this year.



Lighted Bin System Overhaul

Librarians and other visitors to the Library Programs Service (LPS) often find the highlight of their tour to be the spectacular lighted bin system, which supports the distribution of documents to depository libraries. This computer-driven, illuminated system, which was custom-designed for LPS, has been in continuous operation since its implementation in May 1985. The lighted bin system has resulted in dramatic increases in the efficiency, accuracy, and control of document distribution in LPS. Overall, the lighted bin system has proven to be a highly successful systems application.

Over the past two years, however, LPS has been experiencing a series of technical failures with various components of the lighted bin system. In cases where these technical failures were not immediately detected, they sometimes caused depository shipment errors in which publications were sent to the wrong library. In other cases such failures disrupted operations and slowed down document distribution. By the summer of 1989 it became apparent that a broad-based review of the lighted bin system was in order.

During August of 1989 the GPO Documents Technical Support Group conducted a thorough study of the lighted bin system in terms of system integrity and operational reliability. The report from this study, which was delivered to LPS on September 11, describes the nature of past system failures and proposes a range of remedies, which are presently being evaluated by LPS. LPS intends to implement appropriate remedial measures as soon as possible to restore the lighted bin system to its original level of accurate and efficient performance.



7% Reduction in Claims

The Library Programs Service is pleased to report that the number of library claims received for non-receipt of paper documents continues to decline. LPS records indicate that the 25,659 claims received from October 1988 through the end of July 1989 represent a 7% reduction from the number of claims received (27,734) during the same period in fiscal year 1988. The claims received so far this fiscal year represent 0.35 percent of the 7,417,648 hardcopy documents distributed.



Inspection Team Update

A total of 339 Federal Depository Libraries were inspected during fiscal year 1989. All libraries scheduled for inspection received a copy of the "Preparing for a Depository Inspection" booklet. In an effort to reduce costs and increase Inspection Team efficiency, a greater number of libraries in a given area are now being inspected during the same year.

Seventy-five documents librarians attended the 2nd Interagency Depository Seminar. The Seminar again proved to be very popular with those in attendance. A 3rd Interagency Depository Seminar is tentatively scheduled for the first week in April, 1990. Further details concerning this upcoming Seminar will be published in *Administrative Notes* this fall.

The long awaited Transmittal #2 of the *Federal Depository Library Manual* will be distributed this fall. The transmittal consists of a total revision of Sections 1 (Library Programs Service), 7 (Maps), and 10 (Public Awareness). A new Section (15) is devoted entirely to the Inspection Process and contains the contents of the booklet "Preparing for a Depository Inspection." In addition, some individual pages in other sections of the Manual have been revised and will be included in the transmittal.

The 1989 Biennial Survey has been successfully completed. The results are being tabulated and will be published in *Administrative Notes*. The survey on FAX availability in Federal Depository Libraries has been completed and the results will also be disseminated via *Administrative Notes*.



Cataloging Branch Update

Based on the input from librarians after the Spring meeting of the Depository Library Council and at the American Library Association meeting in Dallas, LPS has decided to proceed with the development of the new GPO Cataloging Tapes. Programming for this product, which may be available early in 1990, is presently underway in GPO's Office of Information Resources Management (OIRM). OIRM will release a test tape to the Library of Congress Cataloging Distribution Service (LC-CDS) in the very near future. LC-CDS is still considering whether or not to sell the new tape product, and will make this decision based on both customer input and technical considerations. A description of the features of the GPO Cataloging Tapes may be found in *Administrative Notes*, vol. 10, no. 17, dated Aug. 21, 1989.

The cataloging backlog rose to 8,119 as of September 8, up from 6,287 at the beginning of the fiscal year, and from a low of 4,633 in April. This rapid increase is due to the tremendous influx of publications coming into the cataloging operation in FY1989. Many of the documents have been processed this summer by the Micrographics Section. The Cataloging Branch continues to follow the cataloging priority system in effect since 1983, which is:

- 1) Congressional documents;
- 2) Documents mentioned in the news media;
- 3) Documents sold by GPO;
- 4) Presidential documents;
- 5) Legislative Branch documents, except technical reports;
- 6) Executive and Judicial Branch reports, serials, maps,
and audiovisuals, except technical reports;
- 7) Technical reports;
- 8) Documents not distributed to depository libraries.

Documents are first controlled by this priority system when they are received in the Cataloging Branch, which is the final stop in the LPS processing life-cycle. On the whole, documents which fall into categories 1 through 6 are cataloged expeditiously, often within a day or two of arrival in the Cataloging Branch. Unfortunately, staffing constraints and the necessity to include "availability records" in the Monthly Catalog prevent LPS cataloging from achieving optimal levels of timeliness and completeness.

LPS has been working intensively with GPO's Employment Branch since early spring to fill several vacancies in the Cataloging Branch, but to date only one position has been filled. Although GPO has repeatedly sought direct-hiring authority for catalogers from the Office of Personnel Management, this has not been granted. This authority, which proved so effective for the Inspection Team, would allow GPO to consider

qualified candidates, whether or not their names appear on the OPM Librarians Register.

The last quarter of the year is the busiest in the *Monthly Catalog* production cycle. By this time LPS has distributed the October issue, the November issue has been cleared for printing; December is being edited, and the January data are being entered on OCLC by the cataloging staff. The Cataloging Branch staff is also working on the 1989 annual cumulated indexes, the 1990 Periodicals Supplement issue, and the Congressional Serial Set Catalog for the 99th Congress.



MONDAY
September 11, 1989

COMMERCE

Issue No. PSA-9923

A daily list of government procurement invitations, contract awards, and sales of surplus property.

BUSINESS DAILY



X Miscellaneous - Potential Sources Sought

US Govt Printing Office, Specialized Procurement Section, Mail Stop: (MMP), WA, DC 20401

X -- FEDERAL DEPOSITORY LIBRARY DISSEMINATION INFO due 10-20-89
Contracting Officer Sandra Ulevich 202/275 2761 The GPO (Govt Printing Office) will convene a pre sol meeting to identify opportunities for depository library dissemination of fed agency info products and services in electronic formats which can be made available through non-govt channels. The GPO distributes publications of fed agencies to approx 1,400 libraries designated as fed depositories pursuant to Chapter 19 of Title 44 USC. At the discretion of the JCP (Joint Committee on Printing) and with the assistance of the GAO (General Accounting Office), GPO is conducting a series of pilot projects to study the effects of disseminating Govt info in electronic format to depository libraries. This meeting will provide a forum for dialogue with prospective providers of fed agency info products and services to further explore opportunities for electronic dissemination to fed depository libraries. GPO officials will give a background presentation on the Depository Library Program and an overview of activities in the area of info technology followed by a discussion of comments and questions received in advance and from the floor. Participants will

be invited to submit descriptions and costs by 01-15-90 of the fed agency info products and services that could be disseminated depository libraries. DATE: The meeting will take place at the GPO on 11-09-89 from 9:30 am to 11:30 am. Interested parties that register by mail before 09-22 will be sent an advance info package including a meeting agenda. Interested parties are encouraged to submit written questions or comments for discussion at the public meeting by 10-20-89. ADDRESS: The meeting will be held at the GPO located at 700 N Capitol St in WA, DC. To register for the meeting or submit questions or comments by mail write to: US GPO, 710 N Capitol St NW, Mail Stop: MMP, WA, DC 20401, Attn: Sandra Ulevich. It should be noted that this is not a RFP. It is a request for you review and comments prior to possible issuance of sol. This does not commit the Govt for any cost incurred in transportation and/or submission of info to procure or contr for any supplies or services. (249)



AN-v10-#21-10/16/89

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

WASHINGTON, D.C. 20460

OFFICE OF
PESTICIDES AND TOXIC SUBSTANCES

Community Right-to-Know and Public Access to Environmental Information

The U.S. Environmental Protection Agency (EPA), under the Emergency Planning and Community Right-to-Know Act (EPCRA) of 1986, is required to provide public access by computer telecommunications and by other means to the Toxic Release Inventory (TRI) which is mandated under section 313 of the Act. The first edition of the TRI, containing 1987 data, is already available in hardcopy (national summary report), magnetic tape, and microcomputer diskettes. The complete data base is also available online through the National Library of Medicine's TOXNET system.

Both *The Toxic Release Inventory, Executive Summary* (EP 5.18/2-2:987) and the *Toxic Release Inventory, National Perspective* (EP 5.18/2:987) were distributed to depository libraries on June 26, 1989 under item number 0473-B-14 (shipping list 89-374-P). GPO will be distributing the microfiche and CD-ROM later this year after a special selection survey is completed. Because of widespread public concern for and interest in a clean, safe environment, EPA encourages Federal depositories to help make the Toxic Release Inventory available in the format(s) most useful to their communities.

The U.S. Government Printing Office is currently selling the *TRI Executive Summary* (S/N 055-000-00289-4; \$1.50); the *TRI National Perspective* (S/N 055-000-00290-8; \$14.00); and magnetic tapes containing the entire data base (\$500 for 6250 bpi tapes). GPO also plans to sell the microfiche and the CD-ROM as soon as they become available. If you wish to be notified when the TRI or other environment-related titles are released, just return the GPO Priority Announcement request form printed elsewhere in this issue.

NTIS also plans to sell selected products generated from the TRI data base. NTIS will offer the complete data base on magnetic tape (\$1,025 for 1600 bpi tapes; \$525 for 6250 bpi tapes); a tape containing only reporting facilities names and addresses (\$210); and microcomputer diskettes containing TRI data by state in Lotus 1-2-3 or dBase III format (\$50-\$75).

Depository libraries may receive the complete TRI on microfiche, CD-ROM, or both by responding to a special item survey that will be conducted by GPO.

TRI Microfiche - The TRI on fiche consists of three parts: Part 1 is the Introduction and reference section. It has background information on the Emergency Planning and

Community Right-to-Know Act, the list of regulated chemicals, the data collection form, EPA Form R, State and EPA Regional Section 313 contacts, and a Searching Guide that explains how to use the fiche. Part 2 is the Index. The public can directly search for information in 13 different ways including: chemical substance, facility city; county; name; zip code; off-site disposal facilities; Publicly Owned Treatment Works; Standard Industrial Classification Codes 20-39; and the kinds and quantities of chemicals released to air, land, and water. Part 3 contains all of the 1987 TRI submissions. TRI data will be cumulated by state for publication in microfiche format. Depository libraries may select any or all of the 53 state sets that will be available.

TRI CD-ROM - Development of the TRI on compact disc is a joint project of the EPA, GPO, and the U.S. Congress Joint Committee on Printing. Publishing on CD-ROM is one of several pilot projects of the GPO to apply optical technology to dissemination and retrieval of Federal data. The TRI on CD-ROM will be GPO's first optical disc product for which the entire pre-mastering process was accomplished in-house. Search and retrieval capabilities for the TRI disc include: full text indexing and searching; field specific searching; boolean combinations using the logical AND, OR, NOT; range searching; sorting; truncation searching; and the ability to save a file and use that file for further processing in a spreadsheet or other software environment, for example, to perform computations and produce reports. User interfaces are provided for both the novice and experienced searcher. The search results can be displayed on a screen or sent to a printer. The software is easy to use, with help messages and explanations of commands, functions, and data fields available at the touch of a function key or highlight bar. A separate file will contain reference text on health and ecological effects of the Section 313 chemical substances. A User's Reference Manual and a microcomputer diskette containing the search and retrieval software will accompany the CD-ROM when it is distributed to depository libraries.

For further information on the TRI, please contact Geraldine Nowak at EPA at (202) 382-3524.

Update on the Bound Congressional Record

[This article updates information on the bound *Congressional Record* that appeared in *Administrative Notes*, v. 10 #4, 2/89, p. 11]

Paper:

1. The Congressional Printing Management Division is overseeing the reprinting of volumes 129, 130, and 131 in hard copy. Because of production schedules, some parts of these volumes will be shipped out of sequence. Estimated completion date for this project is December 1989.

2. Only those 540 depository libraries that selected item number 0993 as of 10/1/88 are entitled to receive volumes 129-131 in paper.

3. Neither the House nor Senate Appropriations Committees authorized funds for furnishing the bound *Congressional Record* (volumes 132-136, 1986 through 1990) in paper to depository libraries. However, the committees did authorize funding for microfiche distribution.

Microfiche:

1. Based on the Joint Committee on Printing (JCP) letter of April 20, 1988, GPO has been prohibited from advertising the microfiche conversion contract for the *Congressional Record*. The Acting Public Printer transmitted Depository Library Council's recommendation #9 (Spring 1989) to JCP requesting that this Congressional oversight committee authorize GPO to issue this contract. Furthermore, based on the recent House and Senate Appropriations Committees reports, the Acting Public Printer "requested that this prohibition be lifted and that the Government Printing Office be authorized to resume the procurement and distribution of the bound *Congressional Record* for the depository libraries."

2. Unless JCP rescinds its prohibition, those depository libraries selecting item number 0993-A (bound *Congressional Record* in microfiche) will receive nothing after the microfiching of volume 128 is completed. Those depository libraries selecting item number 0993 (bound *Congressional Record* in paper) will receive neither paper nor microfiche after the distribution of volume 131 is completed.

CD-ROM:

Under the direction of JCP, a task force has been set up to concentrate on product development and software specifications for the bound *Congressional Record*. All 1400 depositories will eventually receive the test disk of volume 131.



The Microfiche Situation, Fall 1989

The purpose of this memorandum is to provide information on continuing efforts to deal with issues in the distribution of microfiche to depository libraries.

Background on GPO's problems in distributing microfiche to depository libraries since 1987 is thoroughly documented in a General Accounting Office report, *Government Printing Office Supply of Microfiche to Libraries Disrupted* (GGD-89-44, Feb. 1989). This report is in the Micrographics backlog and will be issued to depository libraries in microfiche in due course. The report attributed delays in microfiche distribution to:

- (a) ADI's (contractor) default;
- (b) ADI's subsequent protests;
- (c) length of time required to make pre-award tests for replacement contractors;
- (d) time taken by GPO to ensure that delivered microfiche met contract standards.

While the GAO audit affirmed the appropriateness of GPO's actions, and acknowledged the effectiveness of efforts to remedy the microfiche problem, GAO predicted that the problem would continue in the short term due to:

- (a) the potential for continued delays in contract awards when bidders either are judged non-responsive, or fail pre-award tests;
- (b) the potential for continued quality problems once a contract is awarded;
- (c) the accumulation of a backlog after the microfiche have been received from the contractors, while it awaits quality control processing.

In further exploring reasons for the accumulation of a backlog of microfiche awaiting quality control, GAO documented the following factors contributing to the situation:

- (a) revised testing procedures requiring that a larger percentage of fiche be tested than was previously the case;
- (b) personnel problems in the Micrographics Section of the Depository Administration Branch;
- (c) poor communications between the Micrographics Section and the Quality Assurance staff.

Since completion of the GAO Audit in December 1988, the involved units within GPO have continued efforts to eliminate the current microfiche backlog and to better coordinate micrographics operations.

Despite the fact that microfiche shipments to libraries have been restored to nearly pre-default levels (see attached report), the number of publications awaiting distribution continues to grow marginally.

The remainder of this report describes the current situation and the causes of the continuing backlogs. Additionally, it sets forth current and projected actions for dealing with the situation. GPO's actions to deal with the microfiche situation can be conceptually divided into two areas: (1) the contracting environment, and (2) the microfiche conversion workflow.

1. Contracting procedures and strategy

GPO continues to make adjustments in contracting strategy to further broaden the base of potential bidders.

In the wake of the ADI default, GPO began "splitting-up" the microfiche conversion workload into multiple contracts. This was done in an effort to avoid having the bulk of our conversion performed under a single contract. Under a single contract, if the contractor fails to perform, the entire program is in jeopardy owing to GPO's having "all its eggs in one basket." As a result of GPO's decentralized contracting strategy, the microfiche conversion requirements were distributed among eight separate, smaller contracts.

This approach has worked fairly well, and the GAO audit validated its underlying rationale. However, they did note that the eight contracts were won by only three contractors; thus, the workload was distributed among eight separate contracts, but to only three different contractors.

In an effort to further diversify our sources of supply, GPO is again splitting contracts: four of the original eight contracts are being divided (for a total of 12). By breaking the workload into even smaller contracts, it is hoped that a broader range of vendors will be able to bid on the work. However, this still does not preclude one contractor from winning multiple contracts; moreover, the contract administration workload will increase without a concomitant increase in the number of volumes to be converted.

Adjustments to individual contracts have also been made, in an effort to relieve and smooth-out GPO's workload. GPO has modified the statement of work to include contractor preparation of the eye-readable headers, thus shifting work from LPS to contractors. Turn-around times for pick-up and delivery have been extended from eight

to ten days, allowing the contractors additional time to complete the work, and enabling LPS to schedule pickups and deliveries on specified weekdays.

2. Microfiche Conversion Workflow

Once the contracts are in place, processing individual documents through the microfiche conversion requires numerous sequential tasks be performed, both on individual documents and/or "batches" of documents. Briefly, these steps are as follows:

- 1) receive source documents to be converted;
- 2) sort documents by contract;
- 3) screen documents for physical suitability for ficing;
- 4) prepare "batch" of documents for contractor pick-up:
 - a) prepare text of eye-readable header for each document in batch; assign item number and determine order quantity;
 - b) prepare print order for batch;
 - c) physically pack documents in box;
 - d) arrange for contractor to pick up;
- 5) send "batches" to contractor pick up area;
- 6) contractor picks up, performs conversion, and returns to GPO;
- 7) receive completed work from contractor;
- 8) quality control;
- 9) determine what batches will constitute a shipment and type shipping list;
- 10) physically prepare shipment (count and zone);
- 11) throw shipment.

The operational problems that we are having with microfiche processing can be viewed in the context of queuing theory (the lump in the snake); for any process, if more comes in than can be got out, a backlog will develop. Each element represents either input, process, or output. There must be a match between processing resources and input volume or else a backlog will accumulate. Given an imbalance between the

two, one can adjust the processing resources to match the incoming volume, retaining the current task and adding extra staff; or one can adjust the process by changing/streamlining the task to require fewer resources. Alternatively, one can also artificially adjust the incoming volume, to match the available processing resources.

As an example, the GAO audit identified a backlog at step eight, where staff capacity to inspect incoming shipments could not keep pace with the volume of microfiche being received from the contractor. Adjustments to quality control procedures have remedied this situation. However, since there are not enough resources at step nine to handle the volume now coming from step eight, the backlog is accumulating there.

GPO has used both approaches (adjusting input and adjusting process) in attempting to achieve a balance between volume of work and resources so that backlogs do not occur. GPO has:

- (1) deliberately allowed four microfiche contracts to lapse (the four contracts which are being split into eight). This limits the volume of publications entering step four of the process. Since the documents would only queue up further down the line, it makes no practical difference whether they are backlogged awaiting conversion or backlogged elsewhere in the system.
- (2) shifted resources from other areas of LPS into the Micrographics area, on an overtime basis;
- (3) effectively added processing resources by authorizing significant overtime for Micrographics staff (two nights/week and Saturdays). We have used overtime extensively, and have essentially reached a practical limit. We have recently scaled down our use of overtime because of the cumulative negative effects of high levels of overtime on staff performance.
- (4) adjusted certain processing steps to eliminate specific tasks and to shift work to the contractor. The Statements of Work for the eight contracts awarded over the summer have been modified to have the contractor prepare the eye-readable headers. This removes a significant task from step four. The labor savings from eliminating this task can be applied elsewhere in the processing, effectively constituting an addition of resources.
- (5) explored other options to add processing resources by the addition of temporary personnel, either stay-in-school students, or details from elsewhere in GPO. These efforts have not been successful. We have not yet attempted to contract for temporary help, since we estimate that this effort would consume extensive managerial resources. Neither have we seriously considered adding a second shift.

- (6) streamlined processing tasks at step 10 by having microfiche shipments prepared on the 6th floor rather than the 1st, thus eliminating a physical transfer between the 6th and 1st floors;
- (7) streamlined tasks in step nine by virtue of preparing shipping lists using a word processor. We anticipate moving to a data base management system for the microfiche shipping list shortly, thus eliminating the need for separate data entry for the DAB distribution files.

While the above-mentioned measures to balance inputs and processing resources have enabled us to distribute significant amounts of microfiche to libraries, we have about reached the limit in what we can achieve by incremental adjustments in the system. If we were to eliminate the backlog, current resources would be sufficient to process the volume of documents arriving for conversion. However, experience to date has shown that our ability to keep running smoothly once a glitch has created a backlog somewhere in the processing flow is tenuous indeed, and that the system will always be vulnerable to disruption.

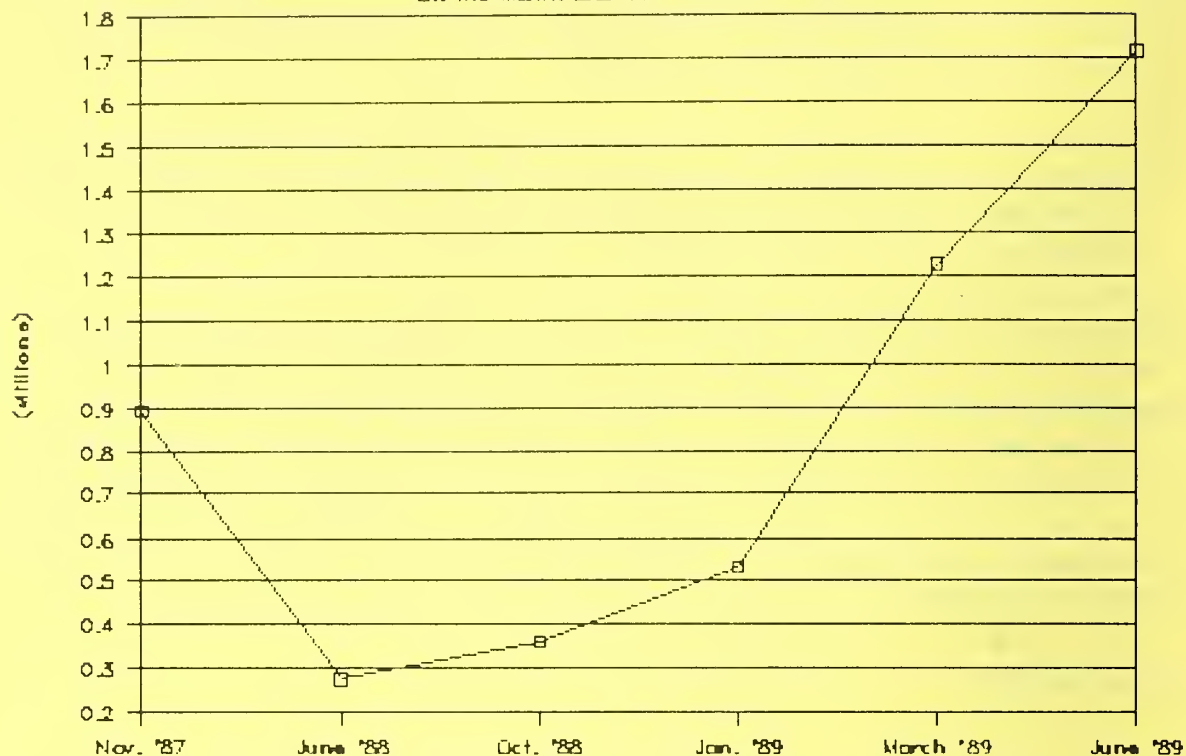
3. Opportunities

In 1977, when the decision was made to "make" microfiche (that GPO operate a source document conversion program), the environment was considerably different than today, and may have fully justified that decision. However, problems which we have encountered in the "making" of microfiche, whether from the contracting side or from the processing side, lead us to believe that, at a minimum, this decision should be re-evaluated. For example, GPO could consider the option of buying microfiche from commercial micropublishers, perhaps on a title-by-title basis.



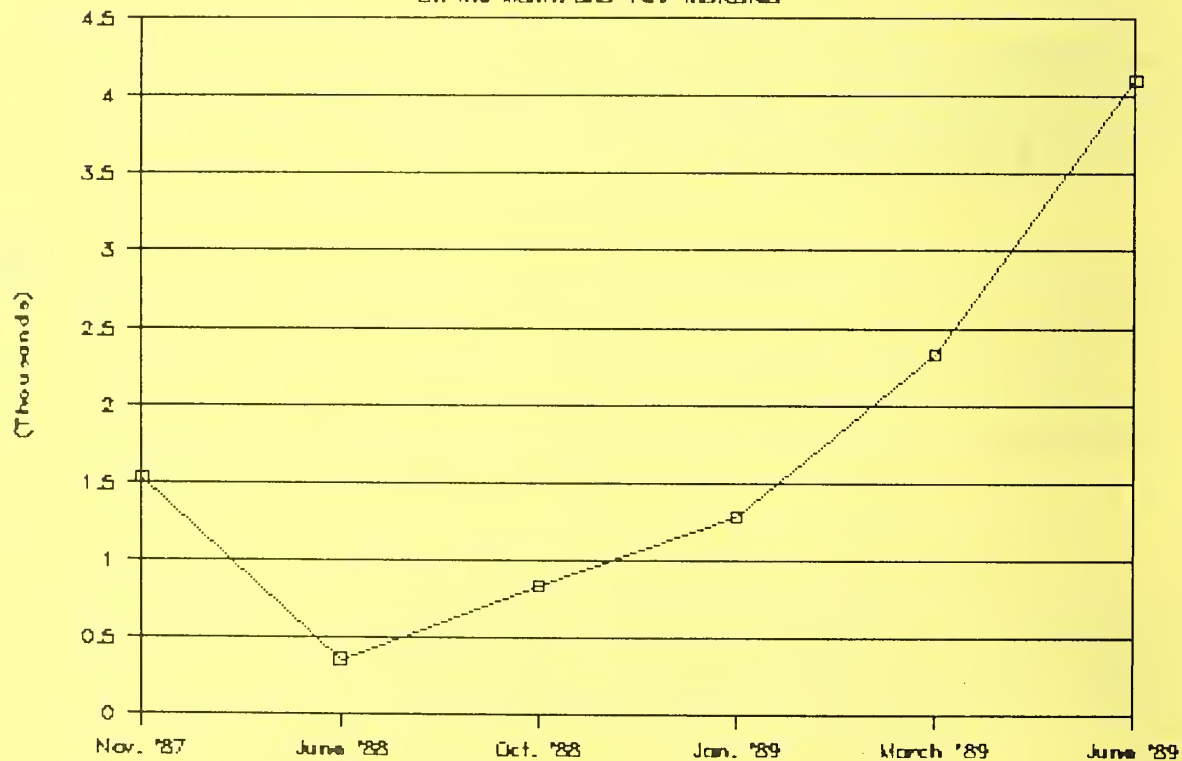
Microfiche Copies Distributed by LPS

On the Month and Year Indicated



Microfiche Titles Distributed by LPS

On the Month and Year Indicated



GPO Responses to Recommendations from the Depository Library Council Meeting Pittsburgh, PA, March 10, 1989

COMMENDATION 1: The Depository Library Council thanks Stephen Hayes of the University of Notre Dame and his staff for preparing a usable list of documents in the microfiche backlog of February to August 1987, using the GPO print order data. This project has been a valuable service to the depository library community.

COMMENDATION 2: The Depository Library Council commends Cynthia Bower of the University of Arizona for her thorough research and analysis of the problem of fugitive government publications. Her efforts have helped to illuminate a complex problem affecting public access to government information.

COMMENDATION 3: The Depository Library Council commends the efforts of Dave Brown in the quietly effective and efficient arrangement of accommodations and amenities for the members of the Depository Library Council and the Council meeting in general.

COMMENDATION 4: The Depository Library Council commends the Library Programs Service Depository Administration Branch for implementing a new microcomputer-based system to generate shipping lists for depository libraries and for agreeing to distribute this database to the depository community in machine readable format (*Administrative Notes*, vol. 10, no. 4, February 1989, p. 7). This will be of great benefit to depository libraries that are automating processing and bibliographic record control.

COMMENDATION 5: The Depository Library Council commends the Joint Committee on Printing for its selection of and the Government Printing Office for its use of alkaline paper in the recent publication: *Biographical Directory of the U.S. Congress*. We urge GPO to assume a leadership role in promoting the use of permanent paper in government publications and set an example for other publishing entities.

Recommendation 1: The Depository Library Council recommends that a regular column appear in *Administrative Notes* to provide depository libraries with timely notification of developments in electronic media so that they have adequate time and sufficient information to prepare for receipt and use of such products.

RATIONALE: Depository libraries need information on GPO plans and projections for electronic publication in order to plan and budget for the effective use of these materials in their libraries.

RESPONSE: In response to Council's request, a new column called "Electronic Corner" has been added to *Administrative Notes* to notify depository libraries of forthcoming electronic products and to pass on news and information pertaining to electronic dissemination to depository libraries. The new column, which made its debut in the May 22, 1989 issue (v.10, #9), will appear as often as necessary to inform the depository community of new developments.

Recommendation 2 : The Depository Library Council recommends that GPO improve the distribution of aeronautical and nautical charts produced by NOAA and NOS. In the interest of public safety we encourage that these materials be delivered to depository libraries in a timely and efficient manner and that additional authorization be requested to accomplish this. Similarly, we urge that every effort be devoted to lessen the current backlog of nautical charts and that they be shipped to depository libraries via first class mail.

RATIONALE: Current maps and charts are vitally important for navigational purposes. Since these specific maps and charts are revised often, it is imperative that pilots and sailors have available the most current editions for the safety of all citizens.

RESPONSE: Funding ceased for the National Ocean Service (NOS) depository program on September 30, 1988. Beginning October 1, the Library Programs Service (LPS) assumed responsibility for the distribution of NOS aeronautical and nautical products with neither additional funds nor staff. In its special survey 88-100 for NOS products, LPS forewarned the depository community that the materials would be shipped by Fourth Class mail. In addition, upon advice of its General Counsel, LPS required depositories to stamp a phrase such as "Do Not Use For Navigation" to forestall a library's liability in case the materials were received late.

The depository community may not be aware that at the same time NOS mails the charts to its paid subscribers, it ships numerous packages of the materials by United Parcel Service to LPS. LPS in turn counts, sorts by item number, assigns SuDocs class numbers, then uses its mailing contractor to expedite shipment.

LPS explored an interagency agreement with NOS patterned after the U.S. Geological Survey model. However, because the NOS and LPS computer systems are incompatible, NOS cannot mail by item number, nor can LPS add thousands of individual aeronautical and nautical charts to DDIS (Depository Distribution and Information System).

Recommendation 3: The Depository Library Council recommends that Library Programs Service survey the depository library community at the earliest possible date for their selection of CD-ROM and other electronic products (for example Census).

RATIONALE: In view of the report presented at this Council meeting concerning the imminent distribution of data from the 1987 Economic Census by the Census Bureau, libraries should be apprised of the content of the products in new formats and the status of existing item numbers.

RESPONSE: Library Programs Service will survey the depository library community at the earliest practical date to determine their requirements for publications in electronic format. The surveys, in addition to describing the information contents of the product, will contain information on required equipment and/or software, as well as a description of any accompanying documentation.

Recommendation 4: The Depository Library Council recommends that all publications available through the GPO Sales Program be included in the Depository Library Program.

RATIONALE: If a publication has enough public value to make it marketable, it meets the criteria for depository library distribution as a title of public interest. Furthermore, placement in the Sales Program increases the visibility and frequency of requests for the publication.

RESPONSE: By definition, publications determined to be of sufficient public interest to be in the Documents Sales Program are also within scope of the Depository Library Program. The situation where a sales publication is not simultaneously distributed to depository libraries, is the result of human error in a complex workflow. GPO makes every attempt to minimize the occurrence of these omissions, and to rectify those that do occur.

Recommendation 5: The Depository Library Council recommends that statistical summaries from the April 1989 Biennial Survey of Depository Libraries be shared with Council. Council is specifically interested in the responses to Question No. 23 (number of claims to GPO in a month). We urge that this data be divided and presented as summaries for each state.

RATIONALE: While the number of claims to GPO has been reduced in the last several years, Council believes it may still be a problem in certain regions. This data would allow Council and GPO to review this issue and provide much useful statistical information.

RESPONSE: Summary results of the 1989 Biennial Survey of Depository Libraries will be published in *Administrative Notes* when they become available.

Recommendation 6: The Depository Library Council recommends that Library Programs Service review the procedure for assigning item numbers for Presidential Commission, and assign a single item number for them.

RATIONALE: Many libraries did not receive the *Report of the Presidential Commission on the Human Immunodeficiency Virus Epidemic* (Pr 40.8:H 88/R 29), which was sent on Shipping List 88-436-P, because they had not selected Item No. 851-J-4. That item number was surveyed under the title "Advisory Board for Radio Broadcasting to Cuba." The HIV Epidemic Commission report was added to Item No. 851-J-4 as of the shipping lists on which it was distributed. Assuming that reports of other Presidential Commissions may be added to this item number or other item numbers in the future, depository librarians need clarification so they can make informed selections.

RESPONSE: As announced in Vol. 10, no. 7 of *Administrative Notes*, Library Programs Service has combined all of the Presidential Commissions into a single item number, 0851-J.

Recommendation 7: The Depository Library Council requests that GPO send a staff member as a consultant to a meeting to be arranged by the Depository Library Council which will be held at the American Library Association Annual Meeting in Dallas. The purpose of the meeting is to begin a dialogue among the users of the GPO cataloging tapes and other bibliographic products regarding the needs of the tape users.

RATIONALE: Many libraries are developing local online public access catalogs (OPACs) and these libraries want to include their government publications. The GPO tapes are generated to produce the *Monthly Catalog*. The *Monthly Catalog* is viewed as an availability record. The tapes contain multiple records for issues of serials and parts of sets. This makes these tapes unusable for an OPAC without large amount of personnel resources. We believe that discussions among knowledgeable representatives of the stakeholders can result in agreement on recommendations which will meet the needs of all parties. Such a meeting needs a consultant from GPO who is well informed about the policies and procedures of GPO in producing its cataloging tapes.

RESPONSE: Gil Baldwin, Chief, Classification and Cataloging Branch, represented GPO at the June 23 meeting, and presented details of a proposed GPO cataloging tape, which may eventually replace currently available *Monthly Catalog* tapes.

Recommendation 8: The Depository Library Council requests that Library Programs Service arrange for a progress report on the development of the Acquisition, Classification and Shipment Information System (AC SIS) to be presented at the Fall 1989 Council Meeting. Council further requests that a higher priority be placed on ACSIS within GPO and that milestones for its development be established and made known.

RATIONALE: It appears that no milestones have been set for the development of ACSIS and that the project has not been scheduled. ACSIS holds the promise of resolving an increasing number of difficulties experienced by both GPO and the depository libraries; therefore, Council and the depository community have a vital interest in its development.

RESPONSE: [Submitted by John Beaton, Office of Information Resources Management]
GPO-wide automation priorities are established by the Information Resources Steering Committee based on input provided from the functional areas throughout GPO. The ranking of the priorities is related to a project's contribution to the mission of GPO. Currently, the top five projects are as follows:

- | | |
|--|--------------------------|
| 1) Corporate Database | GPO-wide |
| 2) Integrated Processing System | Documents |
| 3) Bid Information Center | Operations & Procurement |
| 4) Online Submission of SF-1s | Operations & Procurement |
| 5) Acquisition, Classification, & Shipment
Information System (ACSIS) | Documents |

The higher priority projects do not, however, conflict with the ACSIS project, or in any way retard its progress.

Estimated milestones have been established for ACSIS:

Major Tasks	Estimated Start Date	Estimated Completion Date
Analysis & Design	2/89	1/90
Software Development	12/89	10/90
System Test & Acceptance	11/90	12/90
System Implementation	1/91	5/91

ACSYS is currently in the Analysis & Design phase of the various phases associated with designing, developing and installing a new ADP system. One of the key activities of this phase involves translating the user requirements specified in the Detailed Functional System Requirements (DFSR) document into a set of structured data flow diagrams and descriptions of the processing related thereto. To date, diagrams and processing descriptions have been completed that define ACSIS from an overall perspective and the functions it includes. These functions (receiving publications, depository shipment preparation, classification, acquiring publications, shortages & overages, depository shipping list preparation, and micrographics) are being further defined with detail diagrams and processing descriptions. Sessions are in progress to review this work with the Library Programs Service personnel.

Effort is also being directed toward investigating the possibility of using off-the-shelf software to meet ACSIS requirements. Other phase activities include:

- 1) Determining hardware needs;
- 2) Establishing security requirements;
- 3) Estimating online storage requirements;

- 4) Identifying alternative design solutions;
- 5) Prototyping and data modeling;
- 6) Finalizing the systems design.

Recommendation 9: The Depository Library Council recommends that the Public Printer request authorization from the Joint Committee on Printing to convert volumes 129 to 131 of the final edition of the *Congressional Record* to microfiche. These volumes are currently authorized for production in paper only, and this decision, if followed, will leave those 850 depository libraries requesting the microfiche version with no final edition. Council further recommends that GPO maintain dual format (paper and microfiche) until such a time as a CD-ROM version of the bound *Congressional Record* has been tested and proved effective.

RATIONALE: It was never Council's intent that the microfiche format be eliminated (See Recommendation #10, Spring 1988, that requested the restoration of dual format for the final edition *Congressional Record*).

RESPONSE: On June 13, 1989, the Public Printer sent the following letter to the Joint Committee on Printing:

Honorable Wendell H. Ford
Chairman, Joint Committee on Printing
SH-818, Hart Office Building
Washington, DC 20510

June 13, 1989

Dear Mr. Chairman:

Enclosed, for your consideration, is Recommendation 9 from the March 1989, meeting of the Depository Library Council to the Public Printer. As additional background information, we have provided copies of pertinent pages from the transcript.

As you know, an April 20, 1988, letter from the previous Chairman of the Joint Committee on Printing directed the Government Printing Office (GPO) not to provide depository libraries with the microfiche version of the final *Congressional Record*. GPO has been holding the contract in abeyance since that date, and is prepared to move expeditiously with the procurement upon receiving authorization.

Thank you for your attention to this matter.

Sincerely,

JOSEPH E. JENIFER
Acting Public Printer

Recommendation 10: The Depository Library Council recommends that the Public Printer notify those agencies that have been granted exemptions from 44 U.S.C. 501 (i.e., Territorial Sea Commission, National Ocean Policy Commission, Commission on the Bicentennial of the U.S. Constitution, and the National Institutes of Health, and other agencies) that these agencies are still responsible for provision of copies of their publications in sufficient quantities to meet the needs of the depository community.

RATIONALE: These publications are of critical importance to the users of the depository system and the agencies may require further education concerning their obligations and responsibilities to meet the statutory provisions of Title 44 relating to distribution of agency material to depository libraries.

RESPONSE: Agencies, which have been granted waivers from 44 U.S.C. 501 by the Joint Committee on Printing, were reminded of their responsibility in a notice that appeared in *GPO Newsletter*, Vol. 13, no. 6. *GPO Newsletter* is distributed widely among Federal agencies.

Recommendation 11: The Depository Library Council recommends that the Joint Committee on Printing and the Government Printing Office consult with the Council and other interested stakeholders in the development of guidelines for the establishment and evaluation of electronic pilot projects for depository libraries. These guidelines should then be given the opportunity for wide public debate.

RESPONSE: In May 1989 the Library Programs Service was directed to plan and implement the electronic pilot projects and evaluate the subsequent results. To ensure that proper research design and methodology would be used for the pilot projects, GPO asked the General Accounting Office (GAO) to assist LPS in this effort. With the expert support of the GAO, LPS has been able to make good headway in designing projects that will yield the valid and meaningful results that are needed for subsequent planning purposes. A detailed status report on the pilot projects will be presented at the upcoming meeting of the Depository Library Council.



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